

WE CAN RIDE



## 2019 Hippotherapy Cancellation Policy

In order to maximize therapy progress, it is critical that you attend all hippotherapy appointments. Missing hippotherapy appointments not only impairs progression, it also disrupts schedules, limits services available to others and may affect your ability to receive agency coverage. It is important that therapy appointments are maximized due to costs.

Please note the following policy:

1. Hippotherapy appointments must be cancelled **at least 24 hours in advance** – 952-934-0057
2. All cancellations made less than 24 hours prior to your appointment will be considered a “No Show” and will result in a \$50.00 cancellation fee.
3. Unless prior arrangements have been made, all clients paying out of pocket and at the time of service will be required to have a credit card on file. Credit cards will be charged for the amount ridden proceeding each week.
4. If a client is 15 minutes or more late for their session, a fee of \$50.00 will be charged.
5. If a cancellation for the remainder of a session is made, without medical necessity, a cancellation fee of \$50.00 will be charged for each remaining appointment.
6. If notice is given in less than 24 hours, a doctor’s note may be required to waive the cancellation fee.
7. 2 cancellations/no shows in a row, or 3 cancellations/no shows per session OR 5 cancellations per year could result in the loss of your hippotherapy sessions and scholarship for the remainder of the year.
8. Clients submitting to third party payers should assume that the agencies will not pay these charges so families should be prepared to pay out of pocket.
9. **Cancellation fees are due upon receipt of bill; unpaid fees will result in forfeiture of future classes.**

Client Name: \_\_\_\_\_

Parent/Guardian/Self Signature: \_\_\_\_\_ Date: \_\_\_\_\_